

# **Exhibit 11**

Joint 9

**Encore**  
BOSTON HARBOR

GUEST/EMPLOYEE CONTINUATION...

IN#:

Date: 2/18/2023

In the Call Center office on 2/18/2023, an open conversation were taking place between Charles and I, about selling the most rooms amongst us and we are both competitive at what we do. We played a friendly bet and what was said to reference of payment was "The Monkey Better pay". It was a silence after the comment and I remained professional in doing my job. Once I returned back to work on 2/21/23, It was brought to my attention from my Manager Charlene that a few people in the office reported this to her and I confirmed that it was offensive and something that should have never been said and I wondered how someone can be so comfortable in say something so offensive. Someone seen/heard and said something because it was not only offensive to me but to others.

Investigator Signature and ID#:

Guest/Employee Signature:

2/23/2023

REDACTED

*Encore*  
BOSTON HARBOR

GUEST/EMPLOYEE CONTINUATION...

IN#: \_\_\_\_\_  
Date: \_\_\_\_\_

*First thing to solve a problem is recognizing that there is one. Ignorance is not an excuse and not only an apology were made but more learning from each other and training.*

Investigator Signature and ID#: \_\_\_\_\_

Guest/Employee Signature: \_\_\_\_\_

REDACTED